IAC Ch 186, p.1

441—186.4(234) Appeals. A person or family may appeal the decisions of a community care contractor only after exhausting the contractor's dispute resolution process, as outlined in the contract with the department for provision of community care. If it is verified that the contractor's dispute resolution process has been exhausted, a person or family who wants to appeal the decisions of a community care contractor may do so under the provisions of 441—Chapter 7.